SJS 44 (Rev. 12/07, NJ 5/08)

## CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS	-	DEFENDANTO		<u></u>			
LEILAH GEIST			DEFENDANTS				
CLIDAI ( OLIO)		NCO FINANCIA	NCO FINANCIAL SYSTEMS, INC.				
(b) County of Residence	e of First Listed Plaintiff	County of Residence	of First Listed Defendant				
(c) Attorney's (Firm No	ame, Address, Telephone Number and Email Add		· · · · · · · · · · · · · · · · · · ·	<u> </u>			
Craig Thor Kimmel, E	squire	NOTE: IN LAN	D CONDEMNATION CASES, US INVOLVED.	SE THE LOCATION OF THE			
Kimmel & Silverman,	P.C.						
30 E. Butler Pike		Attorneys (If Known)					
Ambler, PA 19002							
(215) 540-8888 II. BASIS OF JURISI	DICTION OF THE ORDER	THE CHIEFTEN OF THE					
	,	III. CITIZENSHIP OF P (For Diversity Cases Only)	'RINCIPAL PARTIES	(Place an "X" in One Box for Plaintiff and One Box for Defendant)			
U.S. Government     Plaintiff	3 Federal Question (U.S. Government Not a Party)	P'	TF DEF	PTF DEF			
- Indiana	(O.S. Government Not a Party)	Citizen of This State	I O 1 Incorporated or Pri of Business In This				
D 2 · U.S. Government	O 4 Diversity	Citizen of Another State					
Defendant	(Indicate Citizenship of Parties in Item III)	Cuttien of Anomer State (	2 CJ 2 Incorporated and F of Business In A	Principal Place () 5 () 5 Another State			
	, and the state of	Citizen or Subject of a	3 O 3 Foreign Nation	_ ,			
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☐ 120 Marine	310 Airplane 362 Personal Injury		☐ 422 Appeal 28 USC 158 ☐ 423 Withdrawal	400 State Reapportionment     410 Antitrust			
130 Miller Act     140 Negotiable Instrument	315 Auplane Product Med. Malpractic     Liability	e 🔲 625 Drug Related Scizure	28 USC 157	Cl 430 Banks and Banking			
150 Recovery of Overpayment			PROPERTYRICHTS	450 Commerce			
& Enforcement of Judgment	Slander 🔲 368 Asbestos Persona	1 640 R.R. & Truck	☐ 820 Copyrights	460 Deportation     470 Racketeer Influenced and			
151 Medicare Act     152 Recovery of Defaulted	If 330 Federal Employers' Injury Product     Liability Liability	☐ 650 Airline Regs.	☐ 830 Patent	Corrupt Organizations			
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(Excl. Veterans)	☐ 345 Marine Product ☐ 370 Other Fraud	[] 690 Other		☐ 490 Cable/Sat TV ☐ 810 Selective Service			
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☐ 190 Other Contract	Product Liability D 385 Property Danuage		862 Black Lung (923) 863 DIWC/DIWW (405(g))	☐ 875 Customer Challenge 12 USC 3410			
☐ 195 Contract Product Liability ☐ 196 Franchise	☐ 360 Other Personal Product Liability	730 Labor/Mgmz.Reporting	☐ 864 SSID Title XVI	☐ 890 Other Statutory Actions			
	lajury  SECULIARIGHTS  APRISONER POTERION	& Disclosure Act	☐ 865 RSI (405(g))	☐ 891 Agricultural Acts			
☐ 210 Land Condemnation	☐ 441 Voting ☐ 510 Motions to Vacat		□ 870 Taxes (U.S. Plaintiff	O 892 Economic Stabilization Act O 893 Environmental Matters			
220 Foreclosure	O 442 Employment Sontence	791 Empl. Ret. Inc.	or Defendant)	894 Energy Allocation Act			
230 Rent Lease & Ejectment     240 Torts to Land	G 443 Housing/ Habeas Corpus: Accommodations G 530 General	Security Act	D 871 IRS—Third Party	895 Freedom of Information			
245 Tort Product Liability	444 Welfare	IMMIGRATION	26 USC 7609	Act  900Appeal of Fee Determination			
290 All Other Real Property	☐ 445 Amer. w/Disabilities - ☐ 540 Mandamus & Oth	ter   0 462 Naturalization Application	1	Under Equal Access			
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<u>,</u>		{Special		Judgment			
VI. CAUSE OF ACTIO	Cite the U.S. Civil Statute under which you at	te titing (Do not eite jurisatettons	ii statutes uniess diversity):				
TI. CAUSE OF ACTI	Brief description of cause: Fair Debt Collection Practices Ac	ot .					
VII. REQUESTED IN	CHECK IF THIS IS A CLASS ACTION	DEMAND'S	CHECK YES only	if demanded in complaint:			
COMPLAINT:	UNDER F.R.C.P. 23		JURY DEMAND:	Ø Yes □ No			
VIII. RELATED CASE(S)							
	(See instructions): JUDGE	1	DOCKET NUMBER				
Explanation:		//					
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12-15-	7D	VI					
DATE		ATTOKNEY OF RECORD	·				

## UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be assignment to appropriate calendar.	e used by counsel to indicate the category of the case for the purpose of			
Address of Plaintiff: 3140 Melbarne, FL 32901				
Address of Defendant: 501 Prudentral Road, Hursham	. PA 19044			
Place of Accident, Incident or Transaction:	The state of the s			
(Use Reverse Side For A	dditional Space)			
Does this civil action involve a nongovernmental corporate party with any parent corporation at	nd any publicly held comparation owning 10% or more of its stock?			
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))				
Does this case involve multidistrict litigation possibilities?	YesD NoD			
RELATED CASE, IF ANY:				
Case Number: Judge	Date Terminated:			
Civil cases are deemed related when yes is answered to any of the following questions:				
1. Is this case related to property included in an earlier numbered suit pending or within one year	ar previously terminated action in this court?			
	Yeso Notal			
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior st action in this court?	uit pending or within one year previously terminated			
	Yes No D			
3. Does this case involve the validity or infringement of a patent already in suit or any earlier n				
terminated action in this court?	Yes No B			
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	case filed by the same individual?			
	Ycs No No			
CIVIL: (Place ✓ in ONE CATEGORY ONLY)				
A. Federal Question Cases:	B. Diversity Jurisdiction Cases:			
1. D Indemnity Contract, Marine Contract, and All Other Contracts	1. D Insurance Contract and Other Contracts			
2. □ FELA	2.   Airplane Personal Injury			
3. □ Jones Act-Personal Injury	3. ☐ Assault, Defamation			
4. □ Antitrust	4. ☐ Marine Personal Injury			
5. D Patent	5.   Motor Vehicle Personal Injury			
6. □ Labor-Management Relations	6. D Other Personal Injury (Please			
	specify)			
7. □ Civil Rights	7. Products Liability			
8.  Habeas Corpus	8.  Products Liability - Asbestos			
9. C Securities Act(s) Cases	<ol> <li>☐ All other Diversity Cases</li> </ol>			
10. □ Social Security Review Cases	(Please specify)			
11. C All other Federal Question Cases 15U.S.C. 1692				
(Please specify) ARBITRATION CERTI	FICATION			
(Check Appropriate Cal	tegory)			
Pursuant to Local Civil Rule 53/2, Section 3(c)(2), that to the best of my knowledge and be	Control the damages recoverable in this sivil estion gave expend the sum of			
\$150,000.00 exclusive of interest and costs;	cher, the damages recoverable in this eight belief case exceed the sum of			
Relief other than monetary damages is sought.				
DATE: 12-15-10 (saig /hs/2/mmp)	57100			
Attomey-at-Law	Attorney I.D.#			
NOTE: A trial de novo will be a trial by jury only if then	c has been compliance with F.R.C.P. 38.			
I certify that, to my knowledge, the within case is not related to any case now pending or w	rithin one year proviously terminated nation in this sawe			
except as noted above.	tions and Lens becaused, secondaries across in this const			
DATE: 12-15-10 Craig Thurstimmel	57100			
Attorney-at-Law	Attorney I.D.#			
CIV. 609 (6/08)				

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

# CASE MANAGEMENT TRACK DESIGNATION FORM

Léilah Gierst		•	CIVIL ACTION	
v.		:		
NCO Financial Sys	items, Inc	: :	NO.	
filing the complaint and se side of this form.) In the designation, that defendan	Dase Management T rve a copy on all defi e event that a defen it shall, with its first parties, a Case Mana	rack Designati endants. (See § dant does not appearance, su gement Track	duction Plan of this court, couns on Form in all civil cases at the tight 1:03 of the plan set forth on the reagree with the plaintiff regarding about to the clerk of court and set Designation Form specifying the	ime of everse g said
SELECT ONE OF THE	FOLLOWING CA	SE MANAGE	MENT TRACKS:	
(a) Habeas Corpus - Case	es brought under 28	Ú.S.C. § 2241	through § 2255.	( )
(b) Social Security - Case and Human Services d	s requesting review lenying plaintiff Soc	of a decision of ial Security Be	of the Secretary of Health enefits.	( )
(c) Arbitration - Cases red	quired to be designa	ted for arbitrat	ion under Local Civil Rule 53.2.	( )
(d) Asbestos – Cases invo exposure to asbestos.	lving claims for per	sonal injury or	property damage from	( )
(e) Special Management – commonly referred to the court. (See reverse management cases.)	as complex and that	need special o	r intense management by	( )
(f) Standard Management	- Cases that do not	fall into any o	ne of the other tracks.	$\langle \rangle$
12-15-18 Date 215-540-8888	Grung They Astorney-at- 877-788-6	rimmel Haw 1864	Leilah Gerst Attorney for Kimmel Occeditla	ж. — <u>W. С</u> т
Telephone	FAX Numb	er	E-Mail Address	

(Civ. 660) 10/02

# UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

LEILAH GEIST, Plaintiff			
v.	Case No.:		
NCO FINANCIAL SYSTEMS, INC., Open Defendant	COMPLAINT AND DEMAND FOR JURY TRIAL		
	(Unlawful Debt Collection Practices)		

#### **COMPLAINT**

LEILAH GEIST ("Plaintiff"), by her attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

#### INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

#### JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business and has an office in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Melbourne, Florida.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with corporate neadquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

# PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA

imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses

any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.

13. In enacting the FDCPA, the United States Congress found that

- "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### **FACTUAL ALLEGATIONS**

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
  - 16. The alleged debt at issue arose out of transactions, which were

primarily for personal, family, or household purposes.

- 17. Beginning in or around December 2009 and continuing through April 2010, Defendant, its agents, employees, and representatives, made continuous and repeated telephone calls to Plaintiff in an attempt to collect a debt.
- 18. Defendant called Plaintiff's home telephone almost every day, and at times, Defendant called Plaintiff more than two (2) times a day, causing her to receive more than ten (10) collection calls a week.
- 19. When Defendant was unable to speak with Plaintiff, Defendant left voice mail messages for Plaintiff on her home answering machine.
- 20. Defendant's repeated and continuous phone calls ultimately caused Plaintiff to change her home telephone number.
- 21. In addition to calling Plaintiff on her home telephone in an attempt to collect a debt, Defendant began contacting Plaintiff's cousin, JoAnn Fox ("Ms. Fox").
- 22. Defendant disclosed debt information to Ms. Fox, including its case number for the collection account.
- 23. Further, Defendant contacted Plaintiff's ex-husband in its attempts to collect a debt from Plaintiff.
- 24. Also, Defendant contacted Plaintiff's son, Sean, in its attempts to collect a debt from Plaintiff.

ng her with the name of the original creditor or the to collect.

8. Upon information and belief, Defendant sough

- 25. Defendant sent correspondence for Plaintiff to her son's address.
- 26. To date, Plaintiff has not received written notification from Defendant advising her of her rights to dispute the debt or to request verification of the debt.
- 27. Further, Plaintiff has not received anything in writing from Defendant providing her with the name of the original creditor or the amount of the debt it is seeking to collect.
- 28. Upon information and belief, Defendant sought to collect a debt from Plaintiff despite the fact that it had no knowledge of its validity.
- 29. Defendant's actions in attempting to collect the alleged debt were harassing, abusive and highly deceptive.

# CONSTRUCTION OF APPLICABLE LAW

- 30. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 31. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235

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(W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).

32. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less The least sophisticated consumer standard serves a dual experienced." Id. purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

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# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 33. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
  - a. Defendant violated of the FDCPA generally;
  - b. Defendant violated § 1692b(2) of the FDCPA by stating the Plaintiff owed a debt to another person;
  - c. Defendant violated § 1692b(3) of the FDCPA by communicating with Plaintiff's ex-husband, son and cousin more than once about a debt alleged to be owed by Plaintiff;
  - d. Defendant violated § 1692c(b) of the FDCPA by communicating with third parties about the debt alleged to be owed by Plaintiff without Plaintiff's prior consent;
  - e. Defendant violated § 1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
  - f. Defendant violated § 1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
  - g. Defendant violated § 1692e of the FDCPA by using false.

deceptive,	or	misleading	representations	or	means	in	connection
with the co	lle	ction of a de	bt;				

- h. Defendant violated § 1692f of the FDCPA by using unfair and unconscionable means to collect or attempt to collect a debt;
- i. Defendant violated § 1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of her rights to dispute the debt or request verification of the debt;
- j. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, LEILAH GEIST, respectfully pray for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15
   U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

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# DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, LEILAH GEIST, demands a jury

trial in this case.

DATED: 12-15-10

RESPECTFULLY SUBMITTED,

KIMMEL & \$ILVERMAN, P.C.

Ву:

Craig Thor Kimmel Attorney ID # 57100

Kimmel & Silverman, P.C.

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Phone: (215) 540-8888 Fax: (215) 540-8817

Email: kimmel@creditlaw.com